



Wisconsin Physicians Service Insurance Corporation
1717 W. Broadway—P.O. Box 8190—Madison, WI 53708

05-122302



THE EPIC LIFE INSURANCE COMPANY
A WPS Company

December 22, 2005

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OFFICE OF THE SECRETARY
DEPT OF HEALTH & FAMILY SERVICES

State of Wisconsin
Department of Health and Family Services
1 West Wilson St.
P. O. Box 7850
Madison, WI 53707-7850

Dear Secretary Nelson:

We understand that the Department is seeking potential partners interested in implementing further reform of health care and long term care support for frail elders and physically disabled adults funded by Wisconsin Medical Assistance. We are writing to offer our assistance to these potential partners in managing the information needs of their proposed projects.

The Milwaukee County Department on Aging (MCDA) has operated a Care Management Organization (CMO) for the past five years under the Family Care program. Wisconsin Physician Service Insurance Corporation (WPS) has been a critical partner in the successful administration of the program for the past two years. MCDA, through a contract with a global information systems firm, Keane Inc., developed MIDAS, a robust, web-based information management system specifically designed to meet the needs of this unique managed care program. WPS has developed electronic interfaces with the MIDAS system for eligibility, provider network and pricing and authorizations of services. This partnership is an excellent example of the type of effective public/private partnership that the department is seeking.

MIDAS integrates all critical information functions in one system; beginning with client eligibility and enrollment information, to utilization/cost reporting at the level of individual services to an individual member. Care management functions such as comprehensive assessments, member centered plans, service authorization and case notes are fully integrated, as are provider network and quality management. MIDAS provides CMO management with flexible reporting of enrollment, service utilization, provider network capacity, claims information and encounter reporting. WPS receives the MIDAS information electronically to process claims – verifying that the member is enrolled and eligible, the service is authorized and the provider of the service is contracted with the CMO. WPS maintains all the claims data and is critical in providing the CMO with information to assist in the management of this business. WPS also submits the claims encounter reporting for the CMO to the State.

The counties that piloted Family Care were aware from the start that accurate, timely information was critical to the success of a managed care program. The development of information management systems was challenging and expensive for each of the five Family Care counties and many lessons were learned. In this time of limited resources, partnering with MCDA CMO and WPS would save new partners the time and expense of starting from scratch with their information management systems. We would like to extend an offer to the entities submitting Requests for Information/Proposal the opportunity to meet with us to discuss how we can help save start up time and costs through the use of MIDAS.

We believe that our experience in the Family Care Program can add value to any prospective new entities. Please contact Stephanie Sue Stein at 414-289-6876 or Teri Malsch, Vice President, WPS Claim Operations at 608-221-5086.

Sincerely,

Stephanie Sue Stein

Stephanie Sue Stein
Director, Milwaukee County
Department on Aging

Teri Malsch

Teri Malsch
Vice President,
WPS, Claim Operations